

### Technical Support



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Technical help is available: Monday - Friday from 02:00 AM - 8:00 PM (EST)  
Saturday from 04:00 AM - 08:00 AM (EST)

Documentation on all Paxton products can be found on our web site - <http://www.paxton-access.com/>

### Suitability

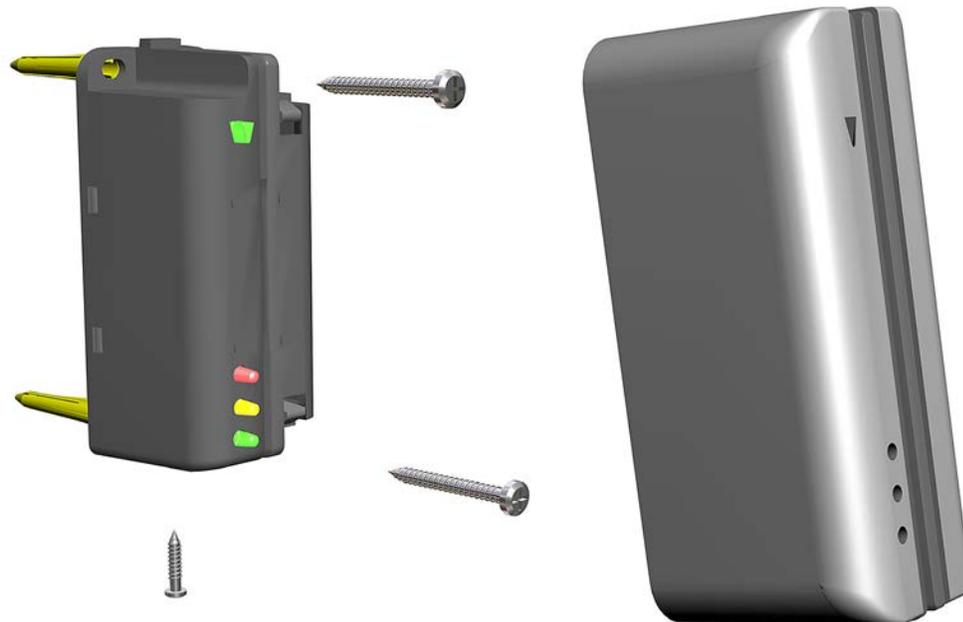
Security sensitive doors ✓

Mounted on metal surface ✓

Wet environments ✓

Readers mounted together ✓

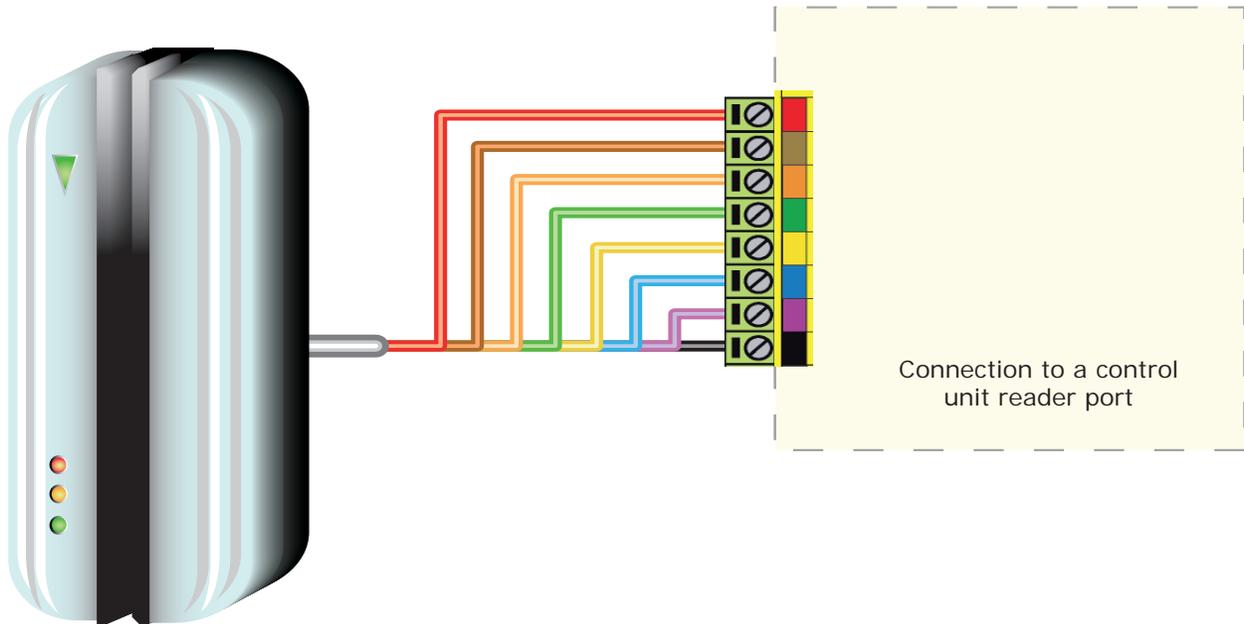
### Mounting



### Reader covers

A black plastic or satin chrome cover comes supplied with the reader.

## Wiring



## Cable extensions

Readers can be extended using Belden 9538 8 core or General Cable C0744A overall screened cable to a maximum of 500 feet.

## FCC Compliance

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:  
(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Technical Help

Here is the list of topics about this product that receive the most technical support inquiries. We list them here to help you speed up the installation and trouble shooting process.

### 1 - Readers/Keypads not working.

- Software settings - Confirm that the settings of the reader or keypad are correct.
- Connections - Check the wiring and integrity of the connectors. If possible, test this reader on the other port.
- Cable - To confirm that an extended reader cable is not at fault, wire the reader directly to the port.
- Supply voltage - Confirm that the voltage is within specification. (see table)
- User token - Confirm that the user token used for testing is OK by presenting it to a known working reader.
- Interference - Confirm whether the reader works when tested 'in hand' and not mounted on the wall. Ensure PROXIMITY readers are not mounted back to back or that there is no interference from other RF devices.

### 2 - Net2. What to do if a user has no access - Check the reader LEDs when a card is shown.

- No LEDs - the reader has no power.
- No change in display - try the card on a known working reader. If there is still no response, replace the card.
- Green LED flashing when a card is presented; check relay 1 LED to check for activity and also the lock wiring.
- Red LED is flashing when a card is presented; check the validity of the user at the PC.  
Check user's access level and ensure they should have access by clicking on Current Validity.  
Check the 'Valid Until' date and confirm this has not expired.
- Reinstate the ACU from the doors screen. Select the ACU's you wish to reinstate and then click OK.

### 3 - Switch2 - Adding an additional card pack.

You need to be in possession of the original enrolment card. Present the original enrolment card to the reader and the Amber LED will flash, Green & Red LEDs will be off, then present the Enrolment card from the new card pack; the reader will beep and all LEDs will be lit. The additional cards will now be valid. Repeat this with each reader and with any additional card packs. Any valid enrolment card can be used to add further packs. This is the same for enrolling function card packs onto a system.

### 4 - Switch2 - How to reset the controller.

1. Disconnect the power and remove the wires from the Green and Mauve terminals
2. Insert a wire link between the Green and Mauve terminals
3. Reconnect the power (the unit will bleep 4 times)
4. Disconnect the power and remove the link wire, reconnect the Green and Mauve wires
5. Reconnect the power (the unit will bleep 3 times per second). The unit is ready to be enrolled.

## Specifications

Electrical	Min	Max	
Voltage	8V DC	14V DC	
Current	50 mA	90 mA	
Clock and data bit period			600 $\mu$ s
Cable length			5 yards
System Specification	Min	Max	
Magnetic stripe coercivity	300 Oe	4000 Oe	
Media speed	125 mm/s	1250 mm/s	
Media acceleration		500 mm/s <sup>2</sup>	
Reader head life	1,000,000		Swipes
Environment	Min	Max	
Operating temperature	-20 °C (-4 °F)	+55 °C (+131 °F)	
Waterproof	IPX7		Outdoor Use
Dimensions	Width	Height	Depth
	1 3/8 in	3 1/2 in	1 3/8 in